

Program B: Claims

Program Authorization: La. Revised Statutes, Title 29, Sections 251-262, as Amended.

PROGRAM DESCRIPTION

The mission of the Claims Program in the Department of Veterans Affairs is to represent veterans and/or their dependents on claims for benefits under the laws of the United States or any state thereof.

The goal of the Claims Program in the Department of Veterans Affairs is to assure veterans and/or their dependents that a just and proper decision is secured on their claims for benefits they are entitled to under the laws of the United States or the states thereof.

OBJECTIVES AND PERFORMANCE INDICATORS

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2001-2002. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicator values are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year (the fiscal year of the budget document).

1. (KEY) To reach and maintain a 60% approval ratio and to process a minimum of 28,000 claims per year.

Strategic Link: Claims Objective I.1: *Identify available continuing educational programs offered by the State and other beneficial specialized training programs.* Objective II.1: *To achieve higher levels of citizen satisfaction by delivering quality, timely, and responsive representation resulting from the ability to readily access claimant information.*

Louisiana: Vision 2020 Link: Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1999-2000	ACTUAL YEAREND PERFORMANCE FY 1999-2000	ACT 11 PERFORMANCE STANDARD FY 2000-2001	EXISTING PERFORMANCE STANDARD FY 2000-2001	AT CONTINUATION BUDGET LEVEL FY 2001-2002	AT RECOMMENDED BUDGET LEVEL FY 2001-2002
K	Percentage of claims approved	44%	60%	56%	56%	60%	60%
K	Number of claims processed	32,918	33,764	28,602	34,320 ¹	34,320	34,320
K	Average state cost per claim processed	\$10.00 ²	\$10.48 ²	Not applicable ²	\$10.45 ²	\$11.31	\$11.09
S	Average cash amount per claim	\$12,506	\$12,605	\$12,401	\$12,401	\$12,401	\$12,401

¹ This performance standard was modified upward by BA-7.

² This performance indicator appeared under Act 10 of 1999 and has a FY 1999-2000 performance standard. It did not appear under Act 11 of 2000 and does not have a FY 2000-2001 performance standard. The value shown for existing performance standard is an estimate of yearend performance, not a performance standard. Average state cost per claim processed is calculated by dividing number of claims processed into state dollars budgeted.

GENERAL PERFORMANCE INFORMATION: CLAIMS PROCESSING					
PERFORMANCE INDICATOR	PRIOR YEAR ACTUAL FY 1995-96	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00
Percentage of processed claims approved	61%	56%	43%	54%	60%
Number of claims processed by Claims Program	32,122	32,272	33,618	32,527	33,764
Average cash amount per claim	\$11,951	\$12,445	\$12,273	\$12,506	\$12,605
Average state cost per claim processed	Not available	Not available	\$8.62	\$10.58	\$10.48

RESOURCE ALLOCATION FOR THE PROGRAM

	ACTUAL 1999 - 2000	ACT 11 2000 - 2001	EXISTING 2000 - 2001	CONTINUATION 2001 - 2002	RECOMMENDED 2001 - 2002	RECOMMENDED OVER/(UNDER) EXISTING
MEANS OF FINANCING:						
STATE GENERAL FUND (Direct)	\$333,779	\$327,864	\$358,517	\$388,071	\$380,648	\$22,131
STATE GENERAL FUND BY:						
Interagency Transfers	0	0	0	0	0	0
Fees & Self-gen. Revenues	0	0	0	0	0	0
Statutory Dedications	0	0	0	0	0	0
Interim Emergency Board	0	0	0	0	0	0
FEDERAL FUNDS	0	0	0	0	0	0
TOTAL MEANS OF FINANCING	<u><u>\$333,779</u></u>	<u><u>\$327,864</u></u>	<u><u>\$358,517</u></u>	<u><u>\$388,071</u></u>	<u><u>\$380,648</u></u>	<u><u>\$22,131</u></u>
EXPENDITURES & REQUEST:						
Salaries	\$257,574	\$237,735	\$266,509	\$293,476	\$287,606	\$21,097
Other Compensation	0	0	0	0	0	0
Related Benefits	39,700	53,175	46,175	51,502	50,324	4,149
Total Operating Expenses	13,534	12,599	27,687	28,062	27,687	0
Professional Services	0	0	0	0	0	0
Total Other Charges	0	0	0	0	0	0
Total Acq. & Major Repairs	22,971	24,355	18,146	15,031	15,031	(3,115)
TOTAL EXPENDITURES AND REQUEST	<u><u>\$333,779</u></u>	<u><u>\$327,864</u></u>	<u><u>\$358,517</u></u>	<u><u>\$388,071</u></u>	<u><u>\$380,648</u></u>	<u><u>\$22,131</u></u>
AUTHORIZED FULL-TIME EQUIVALENTS: Classified	9	8	9	9	9	0
Unclassified	0	0	0	0	0	0
TOTAL	<u><u>9</u></u>	<u><u>8</u></u>	<u><u>9</u></u>	<u><u>9</u></u>	<u><u>9</u></u>	<u><u>0</u></u>

SOURCE OF FUNDING

This program is funded from the State General Fund.

ANALYSIS OF RECOMMENDATION

GENERAL FUND	TOTAL	T.O.	DESCRIPTION
\$327,864	\$327,864	8	ACT 11 FISCAL YEAR 2000-2001
			BA-7 TRANSACTIONS:
\$30,653	\$30,653	1	Transfer position from the NE LA War Veterans Home as a reorganization after statewide positions reduction
\$358,517	\$358,517	9	EXISTING OPERATING BUDGET – December 15, 2000
\$2,722	\$2,722	0	Annualization of FY 2000-2001 Classified State Employees Merit Increase
\$2,722	\$2,722	0	Classified State Employees Merit Increases for FY 2001 -2002
\$15,031	\$15,031	0	Acquisitions & Major Repairs
(\$18,146)	(\$18,146)	0	Non-Recurring Acquisitions & Major Repairs
(\$598)	(\$598)	0	Salary Base Adjustment
(\$7,048)	(\$7,048)	0	Attrition Adjustment
\$27,448	\$27,448	0	Other Adjustments - Annualization of the Civil Service reallocation of the Veterans Assistance positions
\$380,648	\$380,648	9	GRAND TOTAL RECOMMENDED

The total means of financing for this program is recommended at 106.1% of the existing operating budget. It represents 84.5% of the total request (\$450,294) for this program. The changes from total recommended and existing operating budget are due to a Civil Service adjustment for Veterans Assistance positions.

PROFESSIONAL SERVICES

This program does not have funding for Professional Services for Fiscal Year 2001-2002

OTHER CHARGES

This program does not have funding for Other Charges for Fiscal Year 2001-2002

ACQUISITIONS AND MAJOR REPAIRS

\$15,031 Replacement of office and computer equipment

\$15,031 TOTAL ACQUISITIONS AND MAJOR REPAIRS